

Durham City-County Planning Department
Adopted Work Program, FY15
Part B, Programs and Descriptions

July 1, 2014

1 Development Review

Development review includes:

- Reviewing proposals for public and private land development for consistency with adopted plans, policies, and ordinances; and making timely recommendations to advisory and elected boards;
- Managing physical and digital records; and
- Managing public notification in accordance with State statutes and UDO requirements.

1.1 Site Plans

Description: A site plan is an approval granted by the City and/or County that ensures that any future development will occur in a planned and orderly manner. All proposed development in Durham requires review and approval of a site plan, except single-family and two-family development on single lots and improvements that are solely interior to an existing building and not associated with proposed or potential change of use. Architectural Review is required for changes to building elevations where compliance with architectural standards is required, but no site plan approval or certificate of appropriateness is otherwise required. The requirements of paragraph 3.23.2B, General Requirements, also apply where architectural drawings are required for site plan approval.

Responsibility: Process applications for Site Plan and Architectural Review approval in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake and triage, managing review by multiple departments and agencies, preparation of staff reports and recommendations, on-going applicant contact and information, site plan extension requests, managing public notice, managing governing board consideration if applicable, and maintaining public records. This project covers initial submittals, re-submittals, and amendments. It also covers coordination of reviews of related Floodplain Development Permits.

Authority: UDO Section 3.7, Site Plan Review; Section 3.21, Floodplain Development Permit; and Section 3.23, Architectural Review.

1.1.1 Site Plans, General (includes pre-submittal conferences)

1.1.2 Administrative Site Plans

1.1.3 Small Simplified Site Plans

1.1.4 Large Simplified Site Plans

1.1.5 Minor Site Plans

1.1.6 Major Site Plans

1.1.7 Architectural Reviews

1.2 Zoning Map Changes

Description: Zoning is the process of legally establishing allowable uses of land pursuant to State statutes and the Durham UDO. A zoning map change occurs when a petitioner wishes to change the allowable uses of land as established by the City-County adopted zoning map. An initial zoning is applied when the City Council annexes property into the City corporate area.

State statute enables the City and County to require and/or authorize zoning with a development plan. A development plan specifies commitments that are beyond minimum UDO requirements. Commitments can include density and intensity, tree coverage, setbacks, or any other site development characteristic. The development plan becomes part of the zoning of a property and is reviewed concurrently with the zoning map change request. Subsequent site plans or plats may not deviate from the plan, unless otherwise allowed or required by the UDO. Deviation may require a zoning map change. The development plan may be used by the petitioner in any zoning district; but is required in the PDR, CC, MU, and IP districts. A development plan is also required in the RS-M District if the applicant proposes to develop a building greater than 35 feet in height or proposes a density greater than eight units per acre; and in the RU-M District if the applicant proposes a density greater than 12 units per acre. Petitioners may request an administratively approved deviation from an approved development plan under certain conditions.

Responsibility: Process applications for a Zoning Map Change in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing Planning Commission review and recommendation, managing governing board consideration, and maintaining public records.

Authority: UDO Section 3.5, Zoning Map Change.

- 1.2.1 Zoning Map Change, General** (includes pre-submittal conferences)
- 1.2.2 Zoning Map Change, Development Plan**
- 1.2.3 Zoning Map Change, No Development Plan**
- 1.2.4 Initial Zoning**
- 1.2.5 Deviations from Approved Development Plans**
- 1.2.6 Development Plan Design Guidelines Amendments**

1.3 Subdivisions

Description: Subdivision means all divisions of a tract or parcel of land into two or more lots, building sites, or other divisions for the purposes of sale or building development, pursuant to State statutes and the Durham UDO. Subdivision of land occurs through the submittal and approval of a map called a “plat” and the recordation of that plat with the Office of the Register of Deeds.

A preliminary plat is a map indicating the proposed layout of a development and related information that is submitted for preliminary review. A final plat is the map of all or a portion of a subdivision, which is presented for final approval.

Responsibility: Process applications for Subdivision plat approval in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, managing review by multiple departments and agencies, preparation of staff reports and recommendations, on-going applicant contact and information, site plan extension requests, managing public notice, managing governing board review and decision if applicable, and maintaining public records. These may include conservation subdivisions.

Authority: UDO Section 3.6, Subdivision Review; and Article 13, Additional Requirements for Subdivisions.

1.3.1 Subdivisions, General (includes pre-submittal conferences)

1.3.2 Exempt Plats

1.3.3 Final Plats

1.3.4 Preliminary Plats

1.3.5 Condominium Documents

1.4 Special Use Permits

Description. A Special Use Permit is required for certain uses within certain zoning districts that have significant potential for incompatibility with adjacent and nearby uses and, therefore, require individual, quasi-judicial review. A Special Use Permit must be obtained when a property owner wishes to undertake one of the specified uses.

Minor Special Use Permits (mSUPs) are required for all uses identified as minor special uses within the UDO paragraph 5.1, Use Table; paragraph 8.4.4C, Development Requiring a Minor Special Use Permit; and other provisions of the Ordinance. Minor Special Use Permits are issued by the Durham City-County Board of Adjustment based on a quasi-judicial hearing as specified in UDO paragraph 3.9.6, Approval of a Minor Special Use Permit.

Major Special Use Permits (MSUPs) are required for all uses identified as major special uses within the UDO Section 5.1, Use Table; and paragraph 3.3.8, Transportation Special Use Permit. Major Special Use Permits are issued by the governing body based on a quasi-judicial hearing as specified in UDO paragraph 3.9.7, Approval of a Major Special Use Permit.

Design Special Use Permits are required for site plans and architectural reviews where alternative forms of compliance are sought in Design Districts, in accordance with UDO Section 3.9, Special Use Permit; Section 3.24, Design Special Use Permit; and paragraph 6.12.2, All Design Districts. Design Special Use Permits are issued by the Durham City-County Board of Adjustment based on a quasi-judicial hearing as specified in UDO paragraph 3.9.6, Approval of a Minor Special Use Permit, and the findings in paragraph 3.24.3, Criteria for Approval.

Responsibility. Process applications for Special Use Permits in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, managing review by multiple departments and agencies, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing Board of Adjustment review and decision if applicable, managing governing board review and decision if applicable, and maintaining public records.

Authority: UDO Section 3.9, Special Use Permit.

1.4.1 Special Use Permits, General (includes pre-submittal conferences and custodial care home mSUPs)

1.4.2 Minor Special Use Permits

1.4.3 Major Special Use Permits

1.4.4 Design Special Use Permits

1.5 Certificates of Appropriateness (COAs)

Description: The City Council and Board of County Commissioners are authorized to establish local historic districts and local landmarks. Proposed exterior changes in appearance of properties in local historic districts and local landmarks require the approval of a Certificate of Appropriateness from the Durham Historic Preservation Commission (HPC). For local historic districts, the Commission uses the review criteria in the adopted historic preservation plan to guide their quasi-judicial determination of COAs. For local historic landmarks, the Commission uses the Secretary of Interior's Standards to guide their determination of COAs. The Commission delegates administrative approval to staff for certain activities with insignificant impact on the exterior appearance of the historic structures.

Responsibilities: Process applications for COAs in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing HPC review and decision, and maintaining public records.

Authority: UDO Section 3.17, Certificate of Appropriateness; and adopted Historic District Preservation Plans.

1.5.1 Certificates of Appropriateness, General (includes pre-submittal conferences)

1.5.2 Administrative Certificates of Appropriateness

1.5.3 Minor Works Certificates of Appropriateness

1.5.4 Major Works Certificates of Appropriateness

1.6 Historic Landmarks and Landmark Signs

Description: The City Council and Board of County Commissioners are authorized to establish local historic landmarks and landmark signs. Local landmarks are designated with the consent of the property owner and subject the property to Certificate of Appropriateness requirements. Local landmarks are eligible for a deferral of local property taxes for one-half of their appraised value.

Responsibilities: Process application for Historic Landmarks and Landmark Signs in a timely manner and in keeping with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, submission of the application to the NC State Historic Preservation Office for comment, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing Historic Preservation Commission review and recommendation, managing governing board review and decision, maintaining public records, and follow-up with the County Tax Administrator's Office.

Authority: UDO Section 3.16, Historic District or Landmark Designation.

1.7 Common and Way-Finding Signage Plans

Description: A Common Signage Plan is required when multiple signs are associated with a project that consists of several buildings in a single development. The common signage plan includes all signs within the development, including outparcels. Way-finding signs are solely for the purpose of providing directional information along rights-of-way from sub-sections, tenants, or areas of the development to other sub-sections, tenants, or areas of the development.

Responsibilities. Process applications for Common Signage Plans and Way-Finding Signage Plans in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, managing review by multiple departments and agencies, preparation of staff reports and recommendations, on-going applicant contact and information, and maintaining public records. The Planning Director or designee is the approving authority for common and way-finding signage plans. The Planning Director or designee may approve modifications to the lettering style of a common signage plan to accommodate State and federally registered trademarks (logos) if the intent of the common signage plan requirements are maintained.

Authority: UDO Section 3.11, Common and Way-Finding Signage Plans; paragraph 11.6.2A.9, Way-Finding Signs; paragraph 11.8., Elements of Common and Way-Finding Signage Plans; and Section 11.2, General Requirements for Signs.

1.8 Variances

Description. The Board of Adjustment may vary certain requirements of the UDO, in harmony with the general purpose of these regulations, where special conditions applicable to the property in question would make the strict enforcement of the regulations impractical or result in a hardship in making reasonable use of the property. Per State law, a use variance is not allowed.

Responsibilities. Process application for Variances in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, managing review by multiple departments and agencies, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing Board of Adjustment review and decision, and maintaining public records.

Authority: UDO Section 3.14, Variances.

1.8.1 Variances, General

1.8.2 Variance Cases

1.9 Appeals of Administrative Decision

Description. Any person aggrieved by a final order, interpretation, or decision of any administrative official authorized to make decisions under the UDO may appeal those decisions to the Board of Adjustment.

Responsibilities. Process application for Appeals of Administrative Decisions in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, managing review by multiple departments and agencies, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing Board of Adjustment review and decision, and maintaining public records.

Authority: UDO Section 3.15, Appeal of an Administrative Decision.

1.10 Demolition by Neglect

Description: Owners of certain historic properties within the City limits are required to maintain their properties and not allow them to fall into disrepair. The UDO in paragraph 3.18.1A, Conditions of Neglect Defined and Prohibited, describes the conditions of neglect that must be remedied within the time set by an administrative determination. Property owners and staff may formally request the Planning Director's determination that a property is being demolished by neglect.

Responsibilities. Respond to petitions for a Demolition by Neglect determination in a timely manner and in accordance with UDO requirements and Department procedures.

Authority: UDO Section 3.18, Demolition by Neglect (City Only).

1.11 Home Occupation Inspections and Permits

Description: Commercial enterprises undertaken from residential structures must meet City-County standards and require a home occupation permit from the Planning Director or designee.

Responsibility: Process applications for Home Occupation Permits in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences as needed, application intake, review of proposals for home occupation permits, conducting site visits as necessary, issuing required permits, and maintaining public records.

Authority: UDO Section 3.13, Home Occupation Permit; and paragraph 5.4.4, Home Occupations.

1.12 Limited Agriculture Permits

Description: Maintaining domestic chickens for non-commercial uses within the City limits requires a Limited Agriculture Permit per the UDO.

Responsibility: Process applications for Limited Agriculture Permits in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, verifying that the notification requirements have been met, conducting administrative reviews as needed, conducting site compliance investigations, and maintaining public records.

Authority: UDO Section 3.22, Limited Agriculture Permit (City Only); and paragraph 5.4.12, Limited Agriculture (City Only).

1.13 Street Renaming

Description: The Planning Department coordinates the review and approval of the petitioned renaming of streets in the City and County pursuant to State statute and the UDO. Street renaming requires public hearings and approval by the governing body.

Responsibility: Process applications for street renaming in a timely manner and in accordance with UDO requirements and Department procedures.

Authority: UDO paragraph 12.3.2, Street Names.

1.14 Street Closing

Description: The Planning Department coordinates the review and approval of the petitioned closure of publicly dedicated streets in the City and County, except those under the jurisdiction of the NC Department of Transportation, pursuant to State law. Street closings require public hearings and approval by the governing body.

Responsibility: Process applications for street closing in a timely manner and in accordance with State statute and Department procedures. This includes pre-submittal conferences, managing review by multiple departments and agencies, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing governing board consideration and decision, recordation of the street closing plat, maintaining public records, and notification of appropriate local, State, and federal agencies after the street has been closed.

Authority: UDO paragraph 12.3, Streets; NCGS § 160A-299 (City); and NCGS § 153A-241 (County).

1.15 Street Withdrawal

Description: Under State statute, a dedicated right-of-way that was never actually opened, or used by the public within 15 years after the dedication, may be withdrawn from dedication under certain circumstances:

1. The property owner on both sides of the right of way is the same.
2. The continued use of the strip of land dedicated for street or highway purposes shall not be necessary to afford convenient ingress or egress to any lot or parcel of land sold and conveyed by the dedicator of such street or highway.
3. The owner files notice with the City or County having jurisdiction over that right-of-way of the intent to withdraw.
4. The owner files a plat showing the withdrawal of the right-of-way and recombination into the adjacent tracts.

Responsibilities: The Planning Department reviews the information provided from the property owner, verifies that the right-of-way has not been opened or used by consulting aerial photos, and that the street is not shown on the adopted future street plan. Once this has been verified, the Planning Department reviews the recombination plat for compliance with NCGS § 47-30, as amended.

Authority: NCGS § 136-96.

1.16 NFIP Community Rating System (County Only)

Description: The National Flood Insurance Program's (NFIP) Community Rating System (CRS) is a voluntary incentive program that recognizes and encourages community floodplain management activities that exceed the minimum NFIP requirements. As a result, flood insurance premium rates are discounted to reflect the reduced flood risk resulting from the community actions. The goals of the CRS program are to reduce flood losses, facilitate accurate insurance rating, and promote the awareness of flood insurance. The objective of the Community Rating System (CRS) is to reward communities that are doing more than meeting the minimum NFIP requirements to help their citizens prevent or reduce flood losses. The CRS also provides an incentive for communities to initiate new flood protection activities.

Responsibilities. Process annual application for certification of Durham County's National Flood Insurance Program Community Rating System (NFIP CRS) program. Implement public outreach and education related to floodplain issues; enforce applicable floodplain regulations; and develop and implement enhancements to open space acquisition, repetitive loss reduction strategy, and maintenance of streams and other waterways.

Authority: Direction from the County Manager.

1.17 Site Compliance

Description: Each development in Durham that has an associated site plan must receive a sign-off on the Certificate of Compliance from the City-County Inspections Department and other City and County Departments prior to occupancy. The UDO requires that new development must be built in accordance with approved site plans in order to remain valid. Planning staff enforce these provisions by performing site evaluations. Planning sign-offs on Certificates of Compliance are based on site visits (and follow-up visits) conducted by Planning Department staff.

In addition, the Planning Department responds to citizen complaints regarding non-compliance with approved site plans through site investigations and follow-up reports and, when violations are found, enforcement actions.

Responsibility: Perform site visits to evaluate whether building and site construction comply with the adopted site plan. Process applications for Swimming Pool Compliance Review in a timely manner and in accordance with UDO requirements and Department procedures.

Authority: UDO Article 15, Enforcement; paragraph 3.7.9, Inspections of Required Improvements; paragraph 3.7.10, Issuance of Certificate of Compliance; and paragraph 5.4.9, Swimming Pools.

1.17.1 Site Compliance, General (includes administration, education and outreach, and swimming pool compliance)

1.17.2 Site Investigations

1.17.3 Site Monitoring

1.17.4 Site Reinspections

1.18 UDO Administrative Interpretations

Description: The requirements of the UDO cannot anticipate the variety of real-world on-the-ground conditions. On numerous occasions, an interpretation of UDO requirements is necessary to achieve the regulatory objectives while accommodating unorthodox situations.

Responsibility: According to the UDO, the Planning Director is authorized to interpret the Ordinance and make administrative adjustment to the specified development standards in the UDO.

Authority: UDO, Paragraph 2.7.4 Powers and Duties.

1.19 Development Process Improvements

Description: The development review processes mandated by the UDO are complex and involve a variety of reviewers and decision makers in numerous City and County departments. Staff from Planning and other departments continually evaluate development review processes for opportunities to educate applicants, reduce unnecessary procedural steps, and improve the process for the applicant and the City and County. This task also involves participation in a City- and County-wide effort to implement digital reviews.

Responsibility: The City and County Managers have charged the Planning Department with continual evaluation and improvement of the various UDO development review processes.

Authority: UDO paragraph 2.7.4, Powers and Duties.

1.20 Statutory Vested Rights Determinations

Description: The UDO establishes a procedure for obtaining a statutory vested right in conformance with NCGS § 153A-344.1 and NCGS § 160A-385.1. A vested right may be established upon approval of a "site specific development plan." New or amended zoning regulations shall not apply to a property with an established vested right until the vested right expires or is terminated.

Responsibility: Process applications for Statutory Vested Rights Determination in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing governing board consideration, and maintaining public records.

Authority: UDO paragraph 3.20, Statutory Vested Rights Determination.

1.21 Building Permit Reviews

Description: Building permit applications must comply with architectural drawings in approved COAs, Architectural Review Applications, and Site Plans.

Responsibility: Review building applications; verify compliance with approved COAs, Architectural Review Applications, or Site Plans; provide feedback to the Inspections Department and applicant; and conduct site compliance investigation.

Authority: UDO Section 3.17, Certificate of Appropriateness; Section 3.23, Architectural Review; Section 6.12, Design Districts; and Section 7.3, Design Standards.

1.22 Outdoor Seating Permits

Description: Outdoor dining areas located in the public right-of-way require a permit.

Responsibility: Process applications for Outdoor Seating Permits in a timely manner and in accordance with City Code and Department procedures. This includes pre-submittal conferences as needed, providing background information to applicants, application intake, reviewing proposals for Outdoor Seating Permits, conducting administrative reviews for compliance with standards, installing outdoor dining area markers, issuing required permits, conducting site compliance investigations, and maintaining public records.

Authority: City Code, Section 54-110, Outdoor Dining Area.

1.23 Selective Vegetation Removal Permits

Description. A property owner may submit a request to the NC Department of Transportation for a selective vegetation removal permit to open up views to a building or a legally-erected billboard located directly adjacent to limited- or controlled-access State highway right-of-way that is also within City limits. In addition, all beautification and replanting plans within a State highway right-of-way, except mitigation plans, must be submitted to either the City or County of Durham, as appropriate. The Planning Department coordinates the reviews of these requests and responses to NCDOT.

Responsibility. Review Selective Vegetation Removal Permits and/or Beautification and Replanting Plans in a timely manner and in accordance with State law. This includes maintaining registration with the NCDOT for the City and County, receipt of requests, soliciting comments from other departments and agencies, issuance of a response letter to NCDOT, maintaining public records, and keeping the elected officials informed when new requests are received.

Authority. North Carolina General Statute 19A NCAC 02E .0600.

1.24 Temporary Use Permits

Description. Temporary uses occurring on property outside of the public right-of-way are allowed upon the issuance of a temporary use permit, with some exceptions. The Planning Department coordinates the review and approval of temporary use permits.

Responsibility. Process applications for Temporary Use Permits in a timely manner and in accordance with UDO requirements and Department procedures. This includes a pre-submittal conference as needed, application intake, soliciting comments from other departments and agencies, issuance of the permit, monitoring compliance, and maintaining public records.

Authority. UDO Section 3.12, Temporary Use Permit; and Section 5.5, Temporary Uses.

1.25 Street Vendor Registration and Compliance

Description. Durham City Code establishes standards for street vendors operating in the public rights-of-way and requires that they be registered annually with the City. The Planning Department has been delegated the tasks related to street vendor registration and compliance by the City Manager.

Responsibility. Process applications for Street Vendor Registration in a timely manner and in accordance with City code requirements and Department procedures. These include informing the street vendors of the requirements, processing Street Vendor Registration initial requests and annual renewals, conducting pre-submittal conferences as needed, application intake, coordination with Business Licensing and the County Health Department as needed, investigating complaints, performing enforcement actions as needed, maintaining public records, and maintaining a database of street vendors.

Authority. City Code, Chapter 54-91, Right of Way Sales Activities, and the City Manager.

1.26 Annexation Coordination

Description. Coordinate multi-departmental review of voluntary annexation petitions.

Responsibility. Serve as the lead agency for consolidated annexation agenda items, including processing applications for voluntary annexation in a timely manner and in accordance with State statute and Department procedures. This includes pre-submittal conferences, application intake, preparation of staff reports and recommendations, on-going applicant contact and information, managing public notice, managing governing board consideration, and maintaining public records. It also includes incorporating Utility Impact Analysis (UIA) information from Public Works, Fiscal Impact Analysis (FIA), and initial zoning information into the coordinated City Council recommendation.

Authority. Coordinated Annexation Strategy resolution, adopted by City Council in October, 2012.

1.27 Family Care Homes and Group Homes Monitoring and Compliance

Description. Family care homes are dwellings defined in NCGS § 168-21; group homes are dwellings that are State-licensed, provide room and board for persons who because of age, illness, handicap, or specialized program, require personalized services or a supervised living arrangement.

Responsibility. The Planning Department: a) maintains a database of family care homes and group homes; b) coordinates the database with the North Carolina Department of Health and Human Services, Division of Health Service Regulation (NCDHSR) listings, the City business license office, and the County Health Department on a regular basis; c) works with the County Health Department to require verification of zoning and compliance with separation standards for family care and group homes. Additionally, the Planning Department processes requests for business verification letters for new family care and group homes, including pre-submittal conferences as needed, application intake, verifying the proposed location meets the UDO separation requirements, investigating complaints and performing enforcement actions as needed, and maintaining public records.

Authority. Directives from the City and County Managers, and UDO paragraph 5.3.2C, Family Care Homes and Group Homes.

1.28 Design Compliance Review

Description. Verify that zoning map change applications, site plan applications, and building permit applications comply with applicable architectural standards from the Unified Development Ordinance or approved Development Plans.

Responsibility. Review zoning map change applications, site plan applications, and building permit applications for compliance with applicable architectural standards from the UDO or approved Development Plans. Update database with review comments referencing specific corrections required, and approvals. Communicate with applicants, and coordinate reviews with Planning case manager, and Inspections plans review examiners as needed.

Authority. UDO paragraph 2.10.4, Power and Duties, as delegated by the Inspections Director.

2 Zoning Enforcement

Enforce provision of the Unified Development Ordinance proactively and on a complaint basis. Track all enforcement actions taken by updating LDO and hard copy files.

2.1 Response to Complaints

Description: In response to complaints, work with citizens and staff to ensure compliance with development ordinances.

Responsibility: Investigate complaints in accordance with Director's Guidelines for Enforcement. Issue Notices of Violation, as appropriate. Update records in the database, referencing specific complaints and any enforcement actions taken. Track cases systematically with the database. Communicate with the complainant and violator regarding case status.

Authority: UDO Article 15, Enforcement.

2.2 Proactive Enforcement

Description: In response to observations from patrol, work with citizens and staff to ensure compliance with the UDO and other ordinances.

Responsibility: Patrol assigned area and enforce UDO provisions as necessary. Follow the Planning Directors' guidelines for enforcement. Issue Notices of Violation, as appropriate. Update records in the database referencing specific complaints and any enforcement actions taken. Track cases systematically through the database. Communicate with the complainant and violator regarding case status. Remove and dispose of illegally placed signs.

Authority: UDO Article 15, Enforcement.

3 Comprehensive Planning

Prepare plans, policies, programs, and recommendations about land use, historic preservation, urban design, environmental protection, trails and greenways, and open spaces to preserve Durham's natural and cultural resources.

3.1 Comprehensive and Neighborhood Planning

Prepare small area land use plans for selected areas in the community to update the goals/objectives/policies and Future Land Use Plan of the *Durham Comprehensive Plan*.

Authority: *Durham Comprehensive Plan*, Policy 2.3.6c, Land Use Plan Updates.

3.1.1 Station Area Strategic Infrastructure Plan

With the assistance of a multi-department technical advisory group, prepare recommendations about infrastructure improvements that will be needed around regional transit stations. Prepare recommendations about infrastructure needed for access on opening day, infrastructure needed to support higher density, mixed use development, strategies to capture the increase in property value as a vehicle to finance infrastructure improvements. Deliverable: Draft recommendations for Phase I stations (Urban and Compact Neighborhood Tier stations) for City Council consideration by March 2015.

3.1.2 DHA HUD Choice Neighborhoods Planning Project

The City of Durham is the recipient of the US Department of Housing and Urban Development Choice Neighborhood Planning grant. Managed by the Durham Housing Authority, the planning project is a 24-month effort to revitalize the McDougald Terrace and Southeast Central Durham neighborhoods. The Planning Department is one of many City departments participating in the project.

3.1.3 Housing Affordability Initiative

At the direction of the City and County Managers, participate in a multi-department effort to develop a comprehensive strategy to preserve and provide affordable housing around proposed regional transit station to achieve the Affordable Housing Goal. The project will be a joint effort between City Community Development, City Neighborhood Improvement Services, City Economic and Workforce Development, County Social Services, the City and County Budget Offices, the City and County Finance Departments, and City-County Planning.

3.1.4 New Comprehensive Plan Community Profile

Develop a community profile of existing conditions in the Durham community, with emphasis on demographics, housing, land use, transportation, public facilities and services, and cultural resources. Maintain and present the community profile to citizen groups and policy makers. Deliverable: Draft profile document for City Council consideration by June 2015.

3.2 Plan Amendments

Description: The *Durham Comprehensive Plan* was adopted by the City and County in 2005 to guide the physical growth and development of the City. The Plan's Future Land Use Map provides guidance on desired patterns of land use. When zoning map changes are proposed that are in significant conflict with the Future Land Use Map, as determined by the Planning Director, the petitioner is required to submit a petition for plan amendment. The UDO establishes procedures required for neighborhood meetings, application submittal, and review and consideration by advisory and governing bodies.

Responsibility: Process applications for Plan Amendments in a timely manner and in accordance with UDO requirements and Department procedures. This includes pre-submittal conferences, application intake, preparing summary reports for the Joint City-County Planning Committee (JCCPC), preparing staff reports and recommendations, on-going applicant contact and information, managing public notice, managing Planning Commission review and recommendation, managing governing board review and decision, and maintaining public records. City- or County-initiated Plan Amendments also include conducting neighborhood meetings.

Authority: UDO Section 3.4, Comprehensive Plan Adoption/Amendment.

3.2.1 Plan Amendments, General

This includes required pre-submittal conferences and plan amendment studies.

3.2.2 Privately Initiated Plan Amendments

Process an application for privately initiated plan amendments.

3.2.3 City or County Initiated Plan Amendments

At the direction of the JCCPC, process applications for a City- or County-initiated plan amendments.

3.2.4 Annual Evaluation and Assessment Report

Prepare an annual evaluation and assessment report to the governing boards, in accordance with the *Durham Comprehensive Plan*, Policy 1.1.4a, Evaluation and Assessment, to evaluate the status and effectiveness in implementing the Plan's goals, objectives, and policies. Deliverable: Draft EAR for City Council consideration by June 2015.

3.3 Zoning Text Amendment

Description: Development issues give rise to changes in Durham's development regulations. Citizens may apply for zoning text amendments, or the City or County may initiate zoning text amendments.

Responsibility: Propose and process amendments to the Unified Development Ordinance (UDO) as necessary to respond to development and regulatory issues in a timely manner and in accordance with the UDO. This includes pre-submittal conferences as needed; application intake; on-going applicant contact and information as applicable; coordination of review by other staff, other City, County, and State agencies and the public; preparation of policy guidance documents for review by the Joint City-County Planning Committee (JCCPC); preparation of staff reports and recommendations; managing public notice and holding public informational meetings as needed; managing Planning Commission review and recommendation; managing governing board reviews and decisions; and maintaining public records.

Authority: UDO Section 3.19, Text Amendments.

3.3.1 Text Amendments, General

Includes pre-submittal conferences and general work related to text amendments.

3.3.2 Privately Initiated Text Amendments

Process applications for zoning text amendments in a timely manner and in keeping with the UDO.

3.3.3 Technical Changes and Minor Changes

Process technical and minor changes to the UDO in keeping with direction from the City and County Managers and the Joint City-County Planning Committee.

3.3.4 Affordable Housing Incentives

Propose amendments to the UDO to provide a stronger incentive for voluntary provision of affordable housing. Deliverable: Draft UDO text amendment for affordable housing incentives for City Council consideration by June 2015.

3.3.5 Wireless Communications Facilities (WCFs) Revision

Propose amendments to the UDO to update the UDO to comply with current State and federal regulations on WCFs and in response to directives from the Joint City-County Planning Committee. Deliverable: Draft UDO text amendment for governing board consideration by June 2015.

3.3.6 Design District Update

Propose amendments to the UDO to simplify and restructure components of the design districts in response to staff, development community, and public feedback and experience with this new type of zoning. Deliverable: Draft UDO text amendment for Joint City-County Planning Committee consideration by March 2015.

3.3.7 Respond to Legislative Mandates

Propose amendments to the UDO to comply with changes to local, State, and federal regulations.

3.4 Environmental Planning

Prepare plans and develop draft policies for the protection of Durham's environmental resources in accordance with direction from the governing boards.

- 3.4.1 Environmental Planning, General**
Respond to general inquiries, policy issues, and directives regarding environmental planning issues; such as updates to the Durham County Natural Inventory, proposed hydraulic fracturing resource extraction technology, etc.
- 3.4.2 Urban Open Space Plan**
Prepare a plan for the preservation and protection of urban open spaces, providing guidance for the City administration about protection, preservation, acquisition, and/or development of those open space areas deemed most important. Deliverable: Draft Plan for City Council consideration by June 2015.
- 3.4.3 Downtown Open Space Plan**
Prepare and propose a plan for the preservation and protection of urban open spaces in Downtown Durham, including open space standards for new development.
- 3.5 Trails and Greenways Planning**
Engage in detailed trails and greenways planning as needed, in consultation with the Parks and Recreation Department.
- 3.6 Historic Preservation Planning**
Prepare plans and develop draft policies for the protection of Durham's historic resources in accordance with direction from the governing boards
 - 3.6.1 Historic Preservation Planning, General**
Respond to inquiries, policy issues, and directives regarding historic preservation planning issues.
 - 3.6.2 Certified Local Government Management**
Continue to maintain Certified Local Government (CLG) status: prepare annual reports for the State Historic Preservation Office, apply for and administer grants for historic preservation studies, review nominations for the National Register of Historic Places, participate in training for staff and Historic Preservation Commission members.
 - 3.6.3 Holloway Street Historic District Expansion**
Respond to citizen petitions for the expansion of the existing Holloway Street Historic District, including surveying existing conditions and preparing a historic district preservation plan that includes design criteria reflecting the historic character of the area. Deliverable: Draft Historic Preservation Plan and zoning map change for City Council consideration by December 2014.
 - 3.6.4 Golden Belt Local Historic District**
Respond to citizen petitions for the establishment of a local historic district in the area around the Golden Belt facility in northeast Durham, including surveying existing conditions and preparing a historic district preservation plan that includes design criteria reflecting the historic character of the area.
 - 3.6.5 Local Review Criteria Consolidation**
Merge and coordinate the local review criteria for historic districts and landmarks to ensure consistency in their application by the Durham Historic Preservation Commission. Deliverable: Draft Consolidated Review Criteria for City Council consideration by December 2014.
- 3.7 Transportation Planning**

Provide transportation planning services to the City and County, and the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO). This includes representing Durham County on the MPO Technical Coordinating Committee and preparing socio-economic projections for the long range transportation plan, etc.

3.7.1 Regional and State Transportation Planning

Participate in regional transportation planning through the DCHC MPO. Participate with Triangle Transit and other jurisdictions in the region to plan a regional transit system, including locating transit-oriented neighborhoods at proposed transit stations.

3.7.2 Demographic and Employment Analysis and Forecasting

Prepare demographic and economic data and analysis as part of the upcoming Metropolitan Transportation Plan.

3.7.3 Land Use and Transportation Scenario Development

Using tools, such as CommunityViz, develop and analyze various land use and transportation models and scenarios to better inform land use and transportation policy.

3.8 Urban Design

3.8.1 Medical Center Design District

Propose amendments to the UDO and a propose a zoning map change to create a Design District for the Duke University Medical Center Compact Neighborhood, and conduct citizen engagement processes to secure community support. Deliverable: Status report to the Joint City-County Planning Committee by January 2015.

3.8.2 Respond to Privately-Initiated Design Districts

Process applications for privately-initiated design district (these will likely be an integrated combination of plan amendments, zoning map amendments, and zoning text amendments). Evaluate consistency with the Comprehensive Plan and the UDO.

3.8.3 Urban Design Studios

Plan, organize and facilitate design-focused public outreach events (workshops, charrettes, presentations, etc.) for special topics or projects.

3.8.4 Public Facilities Design Consultation

Provide the City, County, and Durham Public Schools with a primary point of contact and design consultation services for public facilities projects, including guidance and information related to zoning, historic preservation, and the development process.

4 Public Information and Research Support

Provide accurate and timely information about the community, procedures, and Department recommendations to citizen and elected officials. Continue to expand the Department's Internet website to be as complete and as interactive as possible. Develop other information resources such as GIS applications, brochures, and presentations. Provide research and GIS mapping support for the Department. Maintain the Durham Zoning Atlas, GIS layers, maps, and databases for planning information. Maintain and coordinate US Census information.

4.1 Public Information and Customer Service, General

Upon request, provide general planning information to citizens, developers, appointed and elected officials, City and County Public Information Offices, and the media about planning programs and activities. Upon request, respond to formal public records requests. Provide staff assistance to the City Public Information Office for the broadcast of Planning Commission meetings.

4.2 Customer Service Center

Provide personal service in the Customer Service Center to walk-in visitors, telephone, and email contacts about zoning and other Planning Department activities. Provide receptionist services for the Department.

4.3 Website

Develop and maintain the Planning Department's web site to provide information to citizens about planning and development activities.

4.4 Zoning Verification

As requested, provide zoning verification, business verification, ABC permit zoning verification, NC Division of Motor Vehicle zoning verification (for new motor vehicle sales), air quality permit zoning verification, family care home and group home business verification, and single-family zoning compliance letters.

4.5 Community Outreach

Upon request, make presentations to community organizations and City and County Departments about planning and zoning activities. This includes the Department's newsletter, Neighborhood College support, social media, and maintaining the community organization directory and public notice distribution list.

4.6 Customer Satisfaction Feedback

Solicit feedback on the Planning Department's performance in serving its numerous and diverse customers, including elected boards, advisory boards, development review applicants and consultants, comprehensive and neighborhood planning stakeholders, and citizens.

4.7 Census and Demographic Support

File annual annexation and boundary surveys with the State and federal governments. Provide technical support for identifying new Census Tract boundaries. Staff US Census Complete Count Committee. Manage and maintain population estimates for the City and County of Durham. Provide demographic information to citizens and project future population growth.

4.8 Computer, GIS, and Data Support

Manage and maintain geospatial databases of planning-related information. Provide mapping support and research for staff. Create and manage databases of planning-related topics. Manage the Land Development Office (LDO) software used by multiple City and County departments to coordinate the review of development proposals. Manage updates to the Durham Zoning Atlas. Provide basic hardware and software support for Planning staff, including input and quotes for new technology. Serve as liaison to the Technology Solutions Department.

5 Department Management

5.1 Department Management and Administration

- Prepare annual Department budget for the City and County.

- Monitor and report on performance measures.
- Monitor Department spending and accounts. Monitor timely deposit of receipts, including development application fees. Maintain fiscal records for audit and review.
- Prepare annual work program and monthly reports on work program progress. Secure review and approval of annual work program from the Planning Commission, the Joint City-County Planning Committee, City and County Managers, and governing boards.
- Develop scope of services, prepare requests for proposals, evaluate proposals, prepare contracts, and secure governing board approval to enter into a contract. Develop and execute contracts as needed, and manage consultant projects.
- Monitor interlocal cooperation agreements.
- Work with Risk Division to improve employee safety. Educate staff on OSHA requirements.
- Maintain planning-related documents to meet State requirements, including document filing and scanning.
- General office management, including handling mail and ordering supplies.
- Consult with the City and County Attorney's Offices as needed on matters related to City and County codes and litigation.
- Engage in quality assurance activities, including: review of staff reports, agendas, advertisements and notices, and progress reports; respond to management inquiries from the City and County Managers, members of governing and advisory boards, customers, and citizens.

5.2 Performance and Personnel Management

Prepare and maintain performance standards for each employee, conduct and participate in annual coaching sessions, and conduct and participate in annual performance evaluations in a timely manner. Conduct and attend Section, Division, and Department staff meetings. Conduct regular staff meetings to facilitate flow of management information and monitor work performance.

5.3 Professional Development

Provide opportunities and funding for the professional development of Department staff, including State and national professional conferences, web seminars, etc. Coordinate training programs for Departmental staff.

5.3.1 NCAPA Statewide Planning Conference. The annual statewide planning conference of the North Carolina Chapter of the American Planning Association will be held in Durham in October 2014. Planning staff will support the conference.

5.4 Intergovernmental Coordination

Provide ongoing support planning coordination among neighboring jurisdictions. This includes the Durham-Chapel Hill-Work Group, the Center of the Region (CORE) committee, the Land Use/Community Infrastructure/Development (LUCID) Committee, and other Triangle J Council of Governments (TJCOG) Committees.

5.5 City, County, and Planning Department Strategic Plan

Implement the Planning Department Strategic Plan for the next two to three years. Participate in staff initiatives to implement the adopted City Strategic Plan. Participate in staff initiatives to implement the adopted County Strategic Plan.

5.6 Culture of Service Initiatives

Conduct staff initiatives to implement the City's Culture of Services goals and respond to concerns raised by the Employee Opinion Survey.

5.7 Support for Boards and Commissions

Provide ongoing support for boards and commissions, including preparing agendas, arranging and attending meetings, preparing meeting minutes or notes, maintaining records, and providing public information.

5.7.1 Board of Commissioners

5.7.2 City Council

5.7.3 Joint City-County Planning Committee

5.7.4 Planning Commission

5.7.5 Board of Adjustment

5.7.6 Historic Preservation Commission

5.7.7 Durham Open Space and Trails Commission

5.7.8 Environmental Affairs Board

5.7.9 Appearance Commission